State of Montana
Information Technology Strategic Plan
2010

MONTANA'S INFORMATION TECHNOLOGY VISION

The State of Montana and its partners advocate that business needs drive technology and that all partners will be included when implementing information technology solutions.

To support this vision, IT initiatives will be grouped by Communities of Interest to coalesce around business needs and:

- Be customer-focused in providing electronic and traditional access to government services and information
- Enable its customers to prosper in the global economy through IT solutions
- Enter into strategic relationships and encourage collaboration at all levels of government to effectively use information technology
- Meet customers' expectations for reliable and timely delivery of quality services and information
- Manage and use IT resources efficiently
- Establish statewide direction for information technology through fiscally responsible and active stewardship

The Montana Information Technology Act (MITA) defines the State of Montana's policy regarding the use of information technology. The goals of this policy are to:

1. Improve the quality of life of Montana citizens
2. Provide educational opportunities
3. Create quality jobs and a favorable business climate
4. Improve government services
5. Protect individual privacy and the privacy of information contained within IT systems
6. Develop IT resources in an organized, deliberative and cost-effective manner

GOALS, OBJECTIVES AND ACTION ITEMS

GOAL 1: Involve Communities of Interest with common and/or related business objectives in Information Technology strategic planning. Communities of Interest include the following broad categories:

- **Government Services**
- **Public Safety**
- **Human Resources**
- **Environmental Issues**

- **Education**
- **Economic Development**
- **Cultural Affairs**
- **Finance**

Objectives:
- Develop IT resources in an organized, deliberative, and cost-effective manner,
- Utilize IT best practices to implement and manage information technology systems in a coordinated manner inclusive of all units of government with common or related business objectives
- Gain economies of scale through shared dollars and human resources
  - Consolidate project management and oversight where appropriate
  - Minimize unnecessary duplication and data errors in similar information technology systems
- Assure planning, development, and implementation of new information technology resources are conducted in conjunction with budget development and approval
- Provide stable funding to enable long-term, enterprise-wide investments and abandon short-term funding approaches.
- Continue to encourage and promote the use of innovative technologies for delivering government services.
- Implement a Workforce Development Plan to identify the process of recruiting new employees and developing existing employees to maintain a skilled and properly staffed IT workforce.
- Improve the quality of life of Montana citizens by improving public safety communications.

Action Items:
- Identified by agencies
- All parties with an interest advocate for their business needs
- ITSD will expand its support services to assist agencies in achieving successful IT projects.
- Agencies will use structured project management methodologies to manage a project's entire life cycle. Projects will be reviewed at completion to highlight lessons learned and archive project knowledge gained.
- ITSD will research and develop statewide strategies for adopting and funding emerging technologies.
- ITSD will identify critical enterprise-wide IT projects that require enterprise-wide funding. Integrate the highest priority projects into the alternative IT funding plan.

GOAL 2: Implement common business applications and shared services across governmental units. Shared services include the following broad categories:

- **Security**
- **Records Management**
- **eGov**

Objectives:
- Share IT resources (including data, information, expertise, and technology) to achieve economies of scale
- Minimize unnecessary duplication, similar information technology systems, and data management applications
- Continue to expand sharing and use of geographic data in government systems
- Continue emphasis on support and maintenance of existing IT resources
- Improve government services by expanding eGovernment services and Geographic Information Technology (GIS) services.
- Expand business continuity and disaster recovery planning.
- Promote transparency in government

Action Items:
- Identified by agencies, ITMC, ITB, legislation, administration

Goal 3: Create Quality Jobs and a Favorable Business Climate.

Objectives:
- Expand Montana's SummitNet Network

Action Items:
- Identified by agencies, ITMC, ITB, legislation, administration

Goal 4: Protect Individual Privacy and the Privacy of Information Contained Within IT Systems.

Objectives:
- Improve Enterprise Information System Security and Identity Management

Action Items:
- Identified by agencies, ITMC, ITB, legislation, administration